

Appendix C. CRS Job Description

The Community Resource Specialist functions as an important link between the patient's primary care team and their surrounding community. This role develops relationships with community organizations and connects patients with community resources. The Community Resource Specialist conducts interviews to help identify the patient's desire and readiness to change behavior and helps the patient create a plan to take action toward meeting their health goals. Coaching patients with low to medium care needs (medical home level 1 & 2) to identify resource needs and barriers. Work with patients around goal setting, action planning, problem solving, and follow up. Coaching may be telephonic, face to face, and/or via virtual consultations. Document services provided in the electronic medical record.